



DemoLoop User Guide

Version 7.1

🍏 WW Channel Interactive Technology | September 2023

DemoLoop

Access the hidden menu via Screen Saver

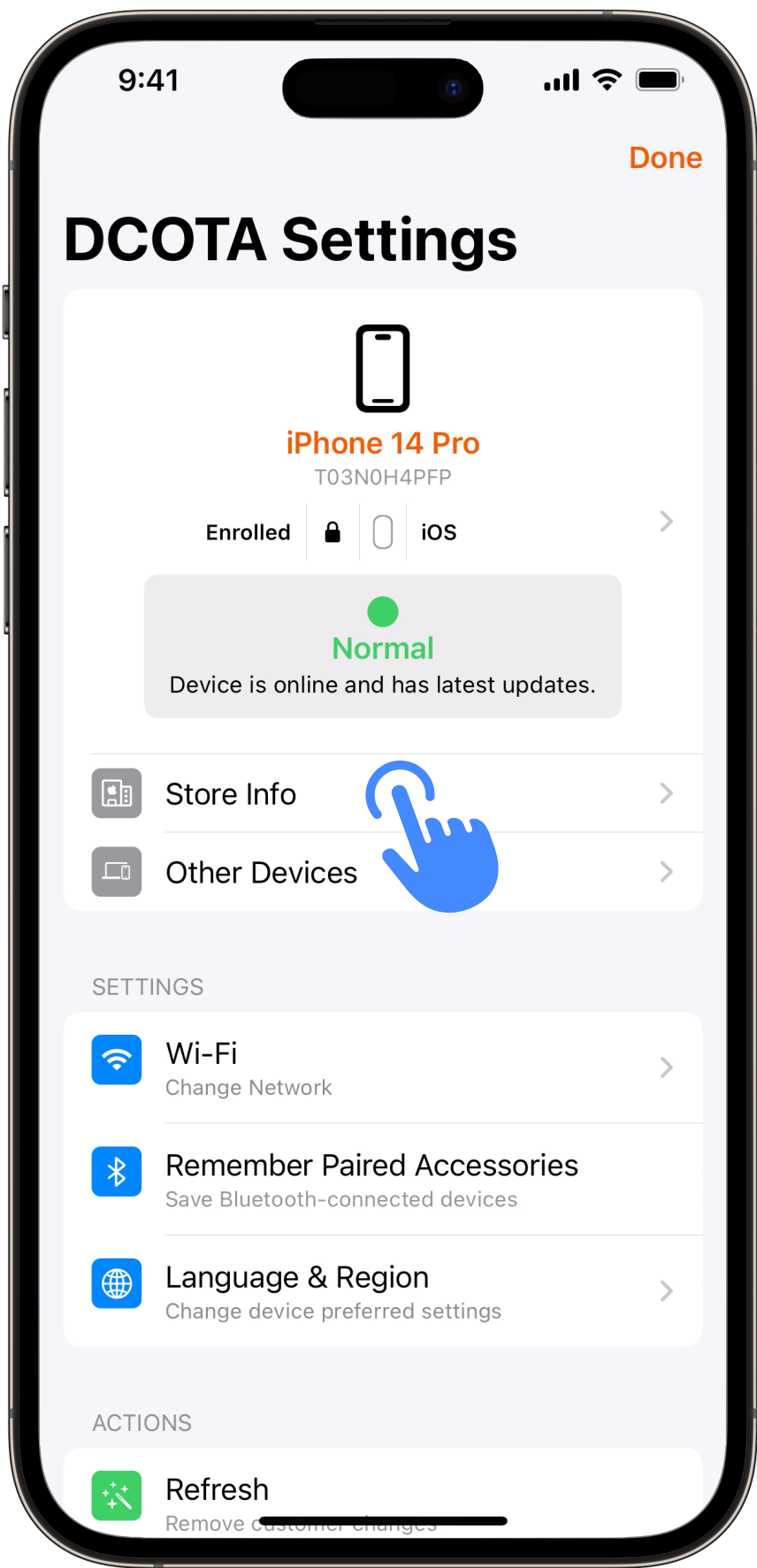


The DemoLoop app installed on an Apple demo device will play a video during idle time. The app provides device management functions.

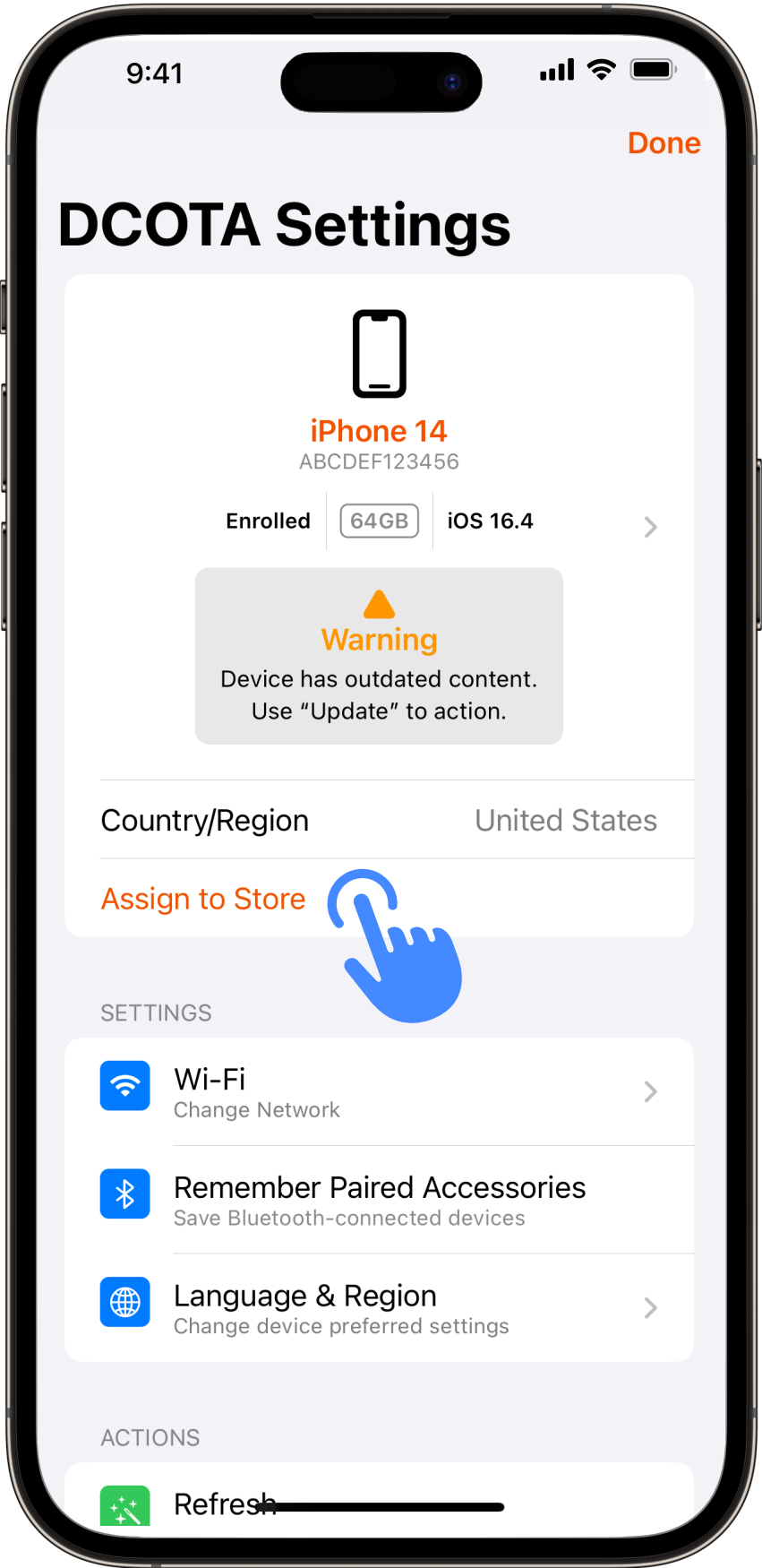
Step/Screen	Action
1 When the Screen Saver is playing on an iOS/iPadOS device	Press and hold three fingers in the top right-hand corner for 5 seconds
2 When the Screen Saver is playing on a Mac	Hold four keys: Command, Option, Shift and Left Arrow

Scenarios for DemoLoop screen

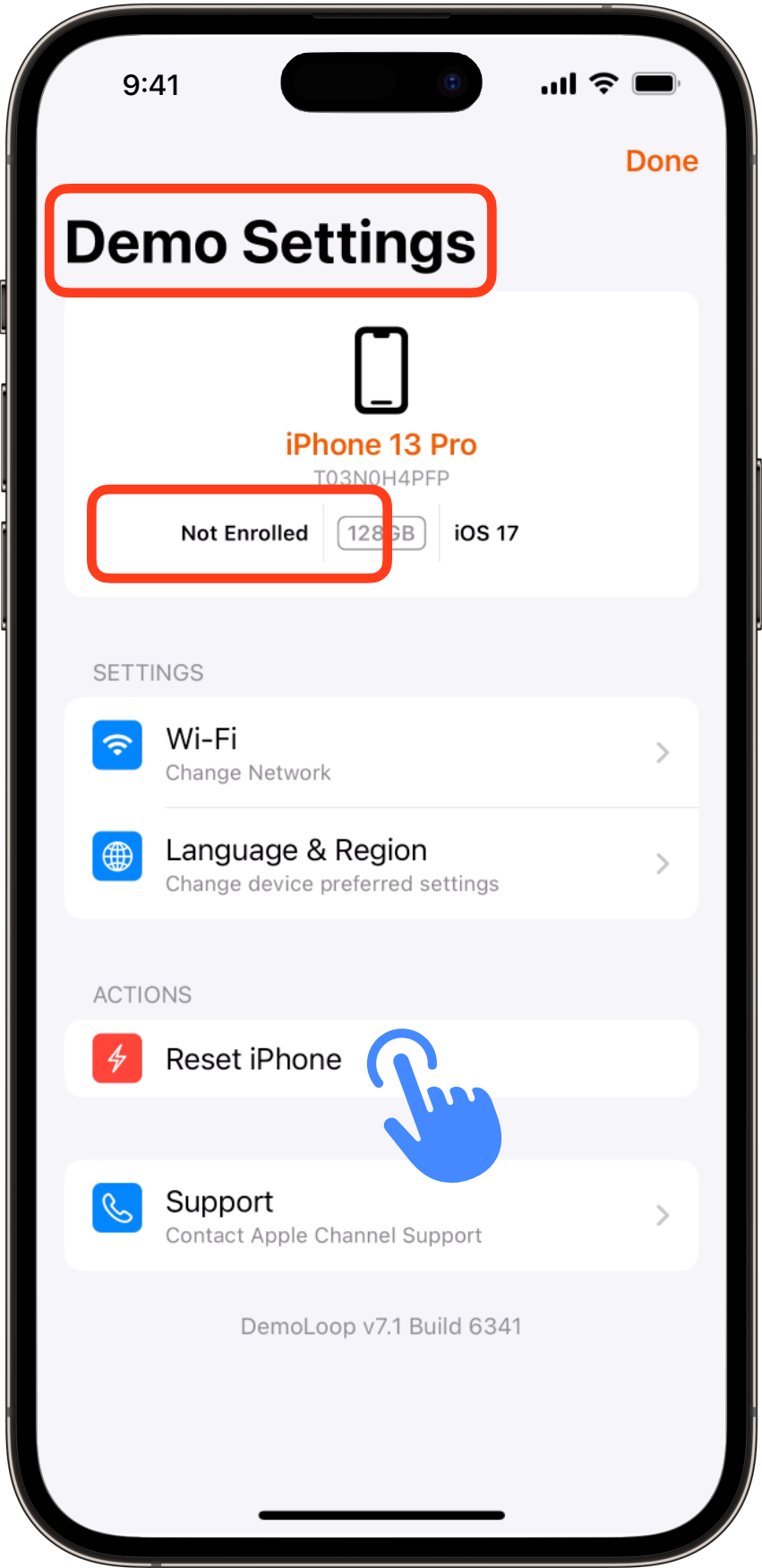
Use the DemoLoop screen to determine the device's enrolment status



Scenario 1. If the device is successfully enrolled to DCOTA and assigned to your store, store information will appear here.



Scenario 2. If **Assign to Store** is visible, the device has been Auto-Enrolled to DCOTA, but not yet assigned to your store. Use the "Assign to Store" button to move the device to the correct store location.



Scenario 3. In this scenario, the device is not yet enrolled to DCOTA. Tap **Reset** > **Retain Demo Content**. Then enrol the device to DCOTA.

Device Management features

DCOTA Settings

9:41

Done

DCOTA Settings

iPhone 14 Pro

T03NOH4PFP

Enrolled

DDL indicator (if applicable)

Normal

Device is online and has latest updates.

Store Info

Other Devices

SETTINGS

Wi-Fi

Remember Paired Accessories

Language & Region

ACTIONS

Refresh

9:41

Back

Store Info

DEMO STORE 2

Store ID: 412940

Map

DEMO STORE 2

DEMO STORE 2

One Infinite Loop

Cupertino, CA 95014

Technical Info

Caching

Network Tier

Store Verification Code

Disabled

Best

932079

9:41

Done

DCOTA Settings

Wi-Fi

Remember Paired Accessories

Language & Region

ACTIONS

Refresh

Reinstall

Remove

Update

Category

Support

DemoLoop v7.1

DDL indicator (if applicable)

Device status

Click to reveal more store info

Modify Wi-Fi

Save Bluetooth settings

Select language

Manage Devices actions

Store Verification Code (for DDL stores usage only)

Contact Centre and NetworkCheck

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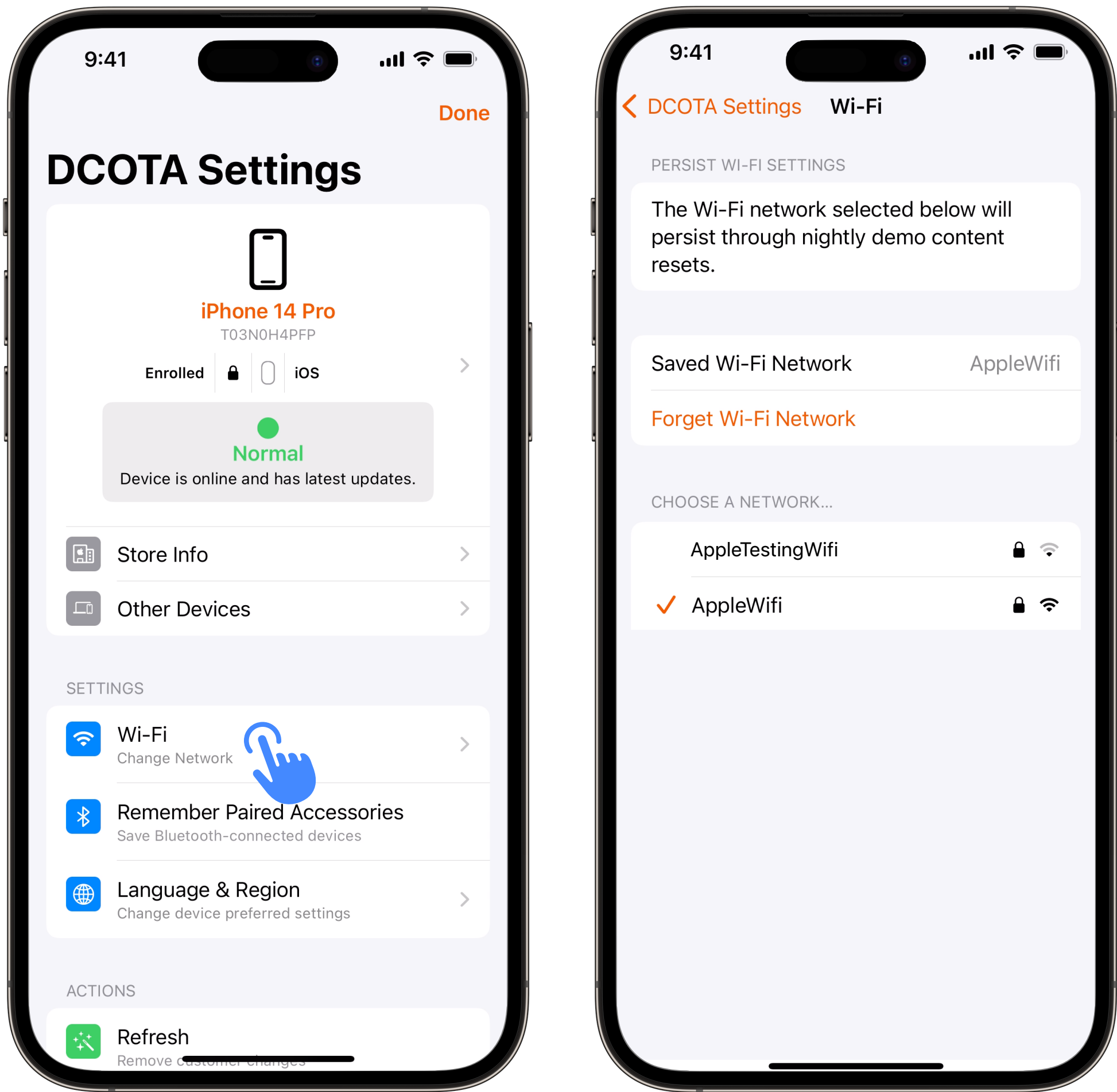
Device Status



Step/Screen	Action
1 Tap device	To display status and details

Wi-Fi

Change network or password



Step/Screen	Action
1 Tap Wi-Fi	Choose a network
2 Password	Enter password
3 Configuring Network...	Please wait a few moments
4 Joined (Your Network)	Tap OK
Use Forget Wi-Fi Network to turn off Wi-Fi on the device and switch to pSIM or eSIM.	

Bluetooth

Keep accessory paired to demo



Step/Screen	Action
1 Connect accessory	Follow merchandising guidelines to pair an accessory
2 On DemoLoop DCOTA Settings screen	Tap Remember Paired Accessories
3 Confirm selection	Tap Save Settings
Saving this setting ensures the Bluetooth connection will persist through DCOTA Nightly Refresh.	

Language and Region

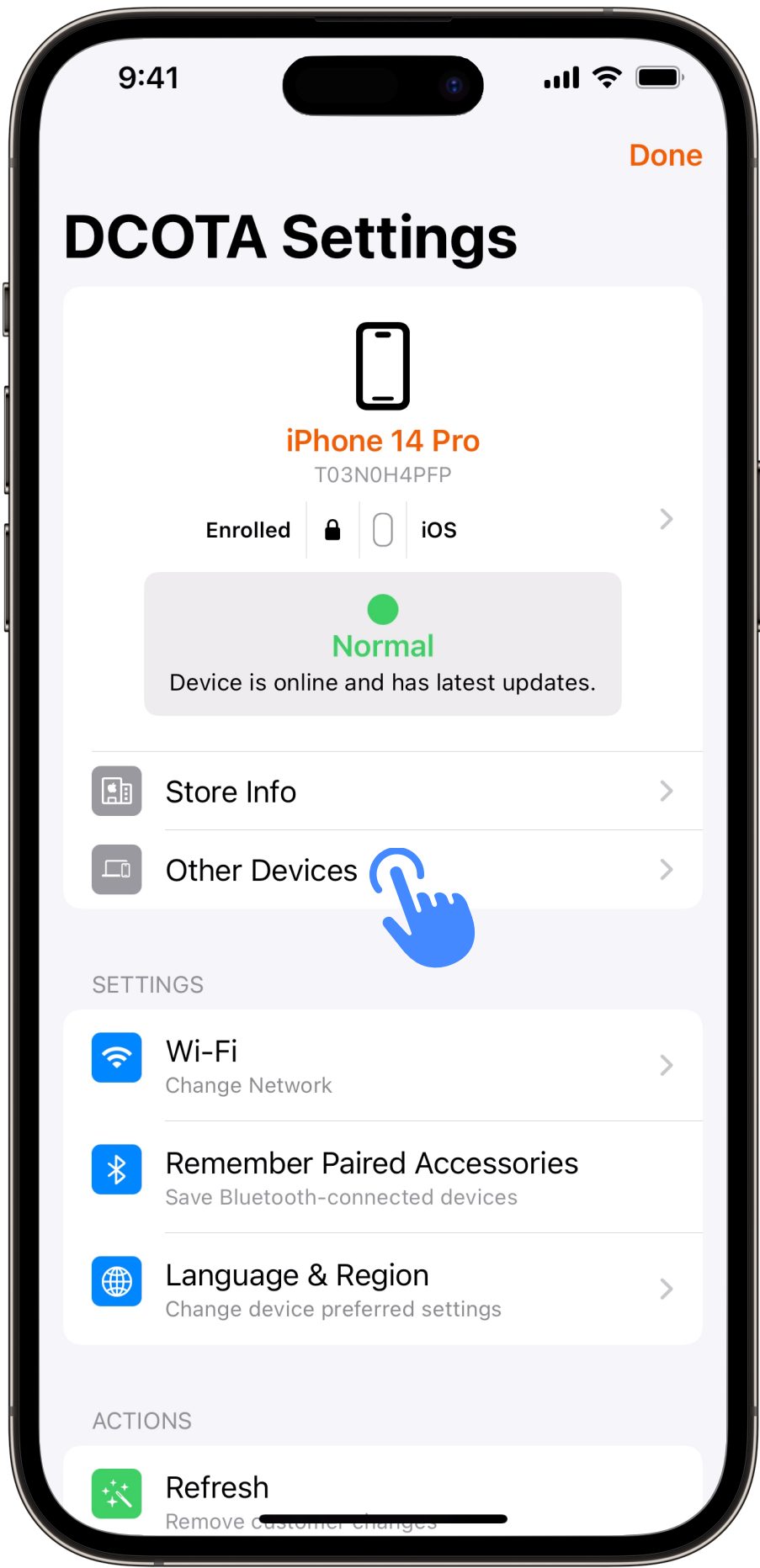
Change the language on device or on the demo content



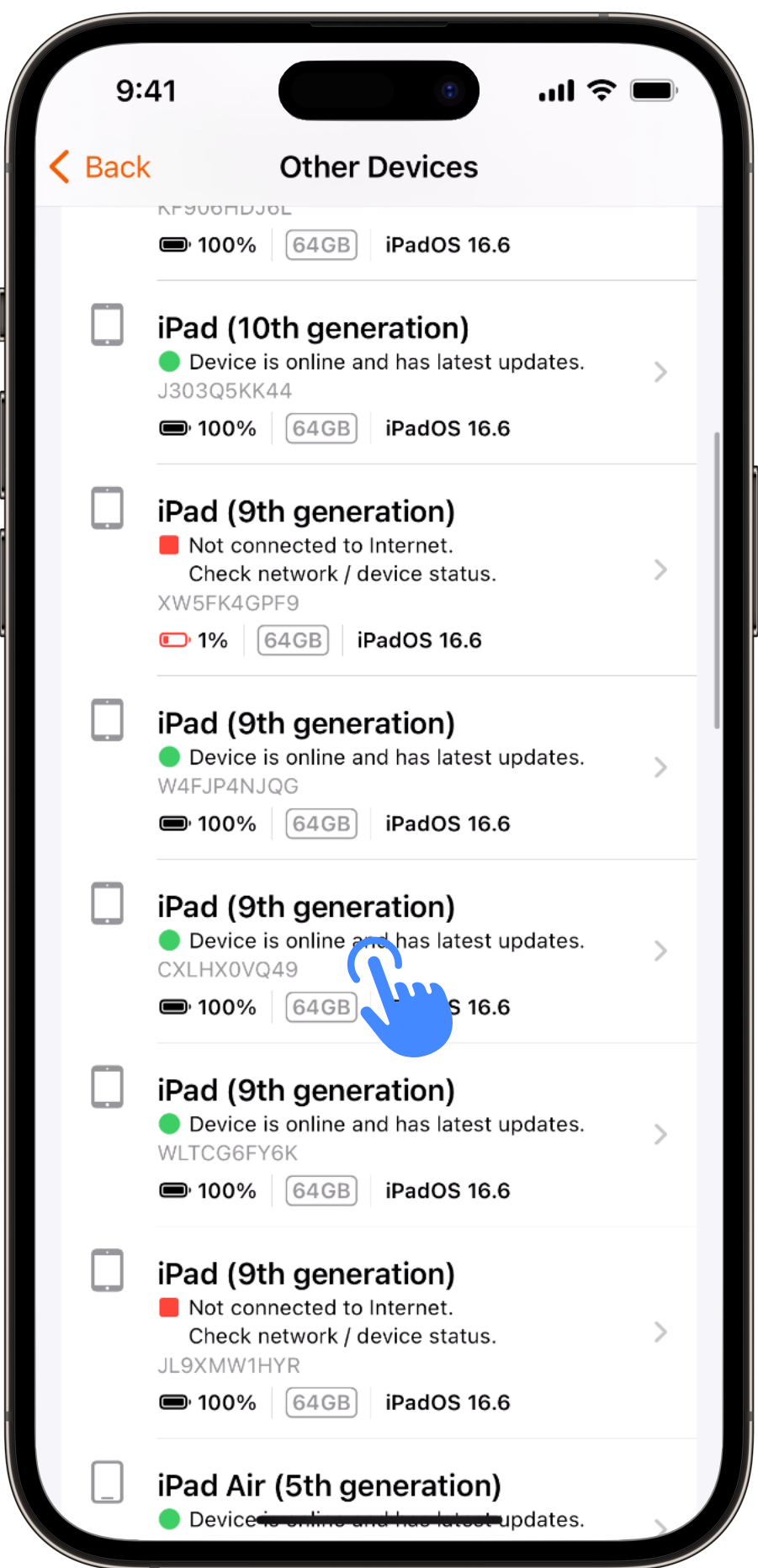
Step/Screen	Action
1 Tap Language & Region	Tap and select Device Language, Device Region or Content Language
Device Language: language of OS and device settings Content Language: language of the demo content	

Other Devices

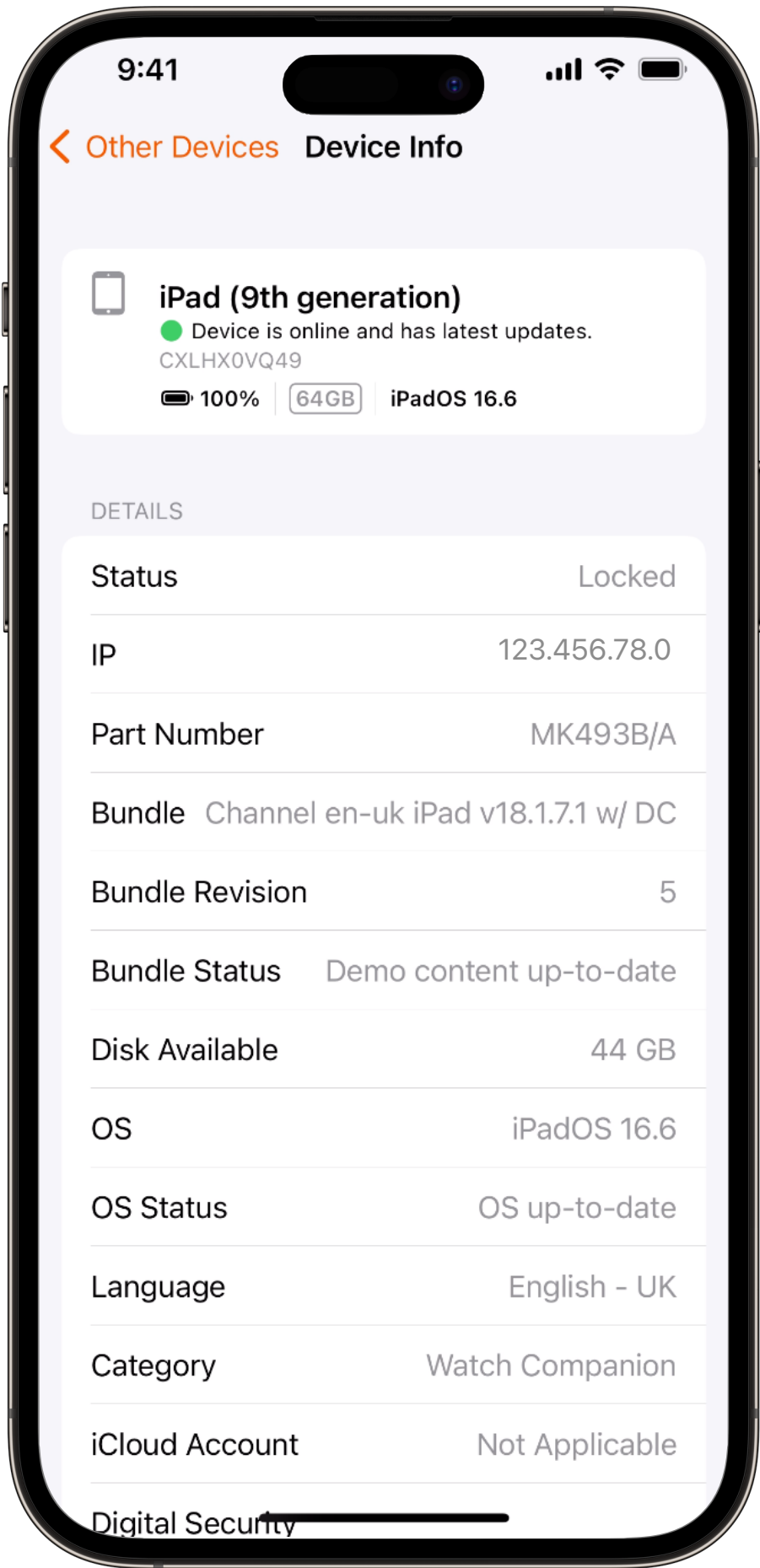
Tap to view and manage this store's other demo devices



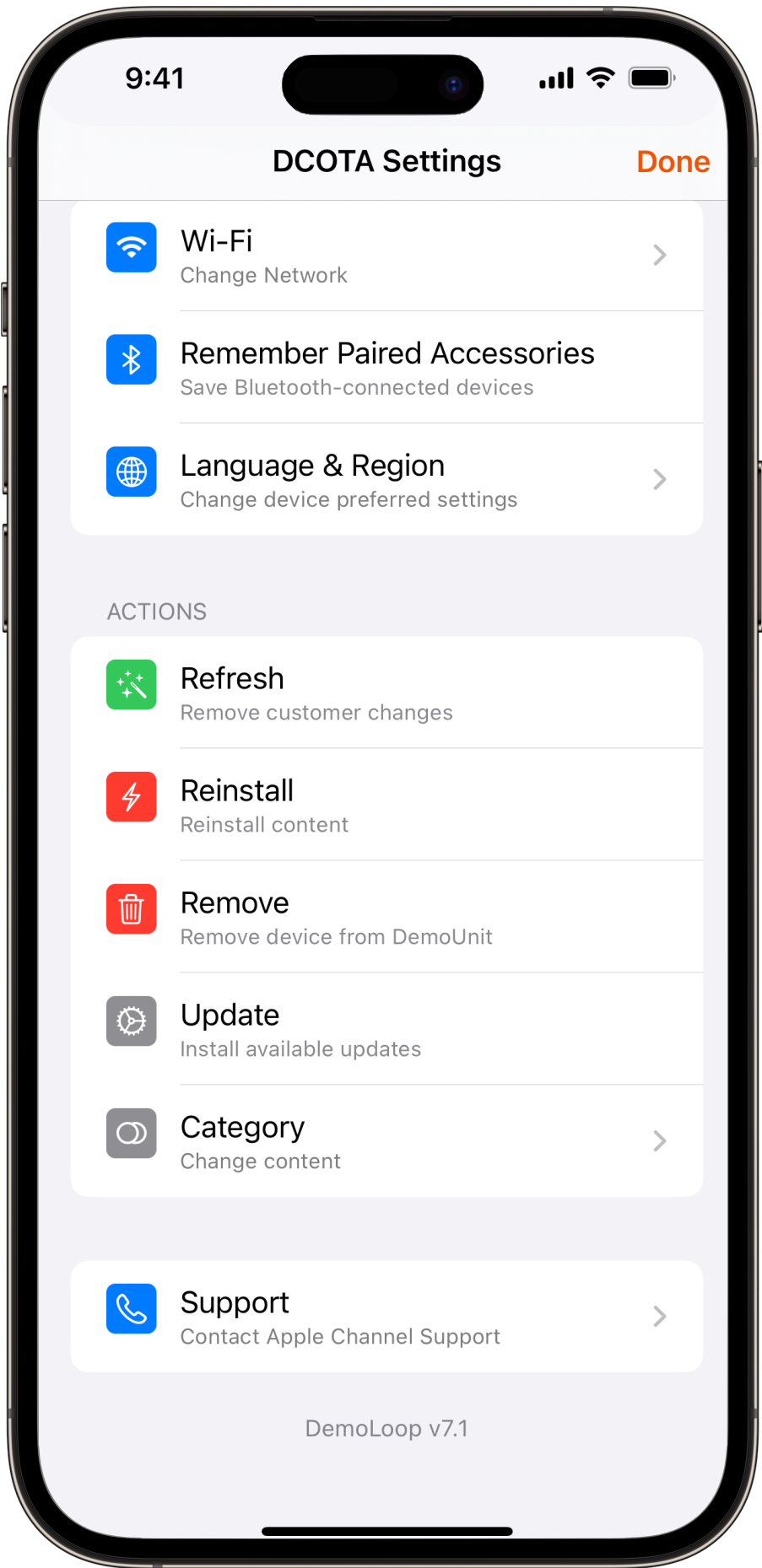
Tap **Other Devices**.



Select another demo device in the store.



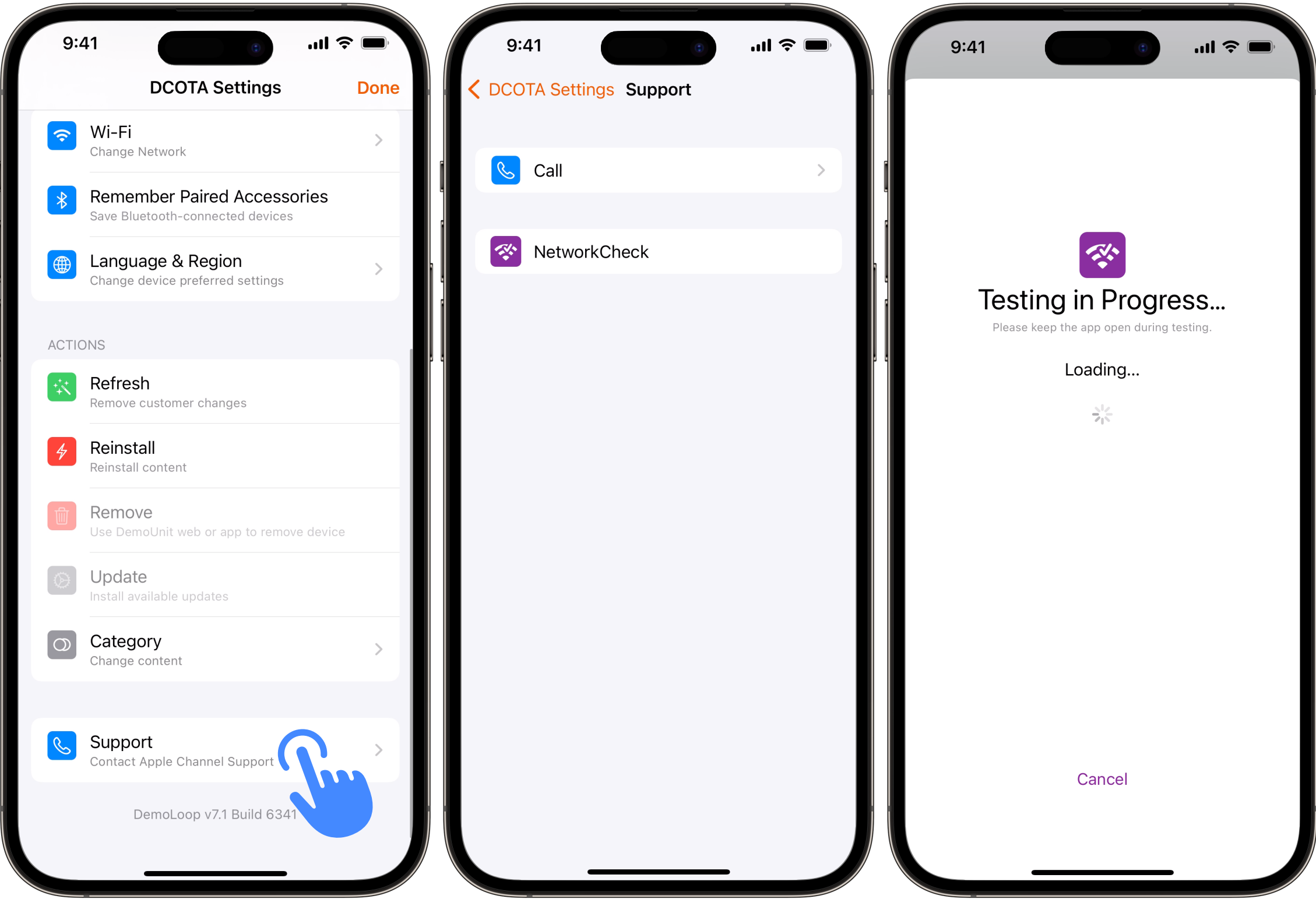
View device info in details.



Scroll down to access the Manage Devices actions.

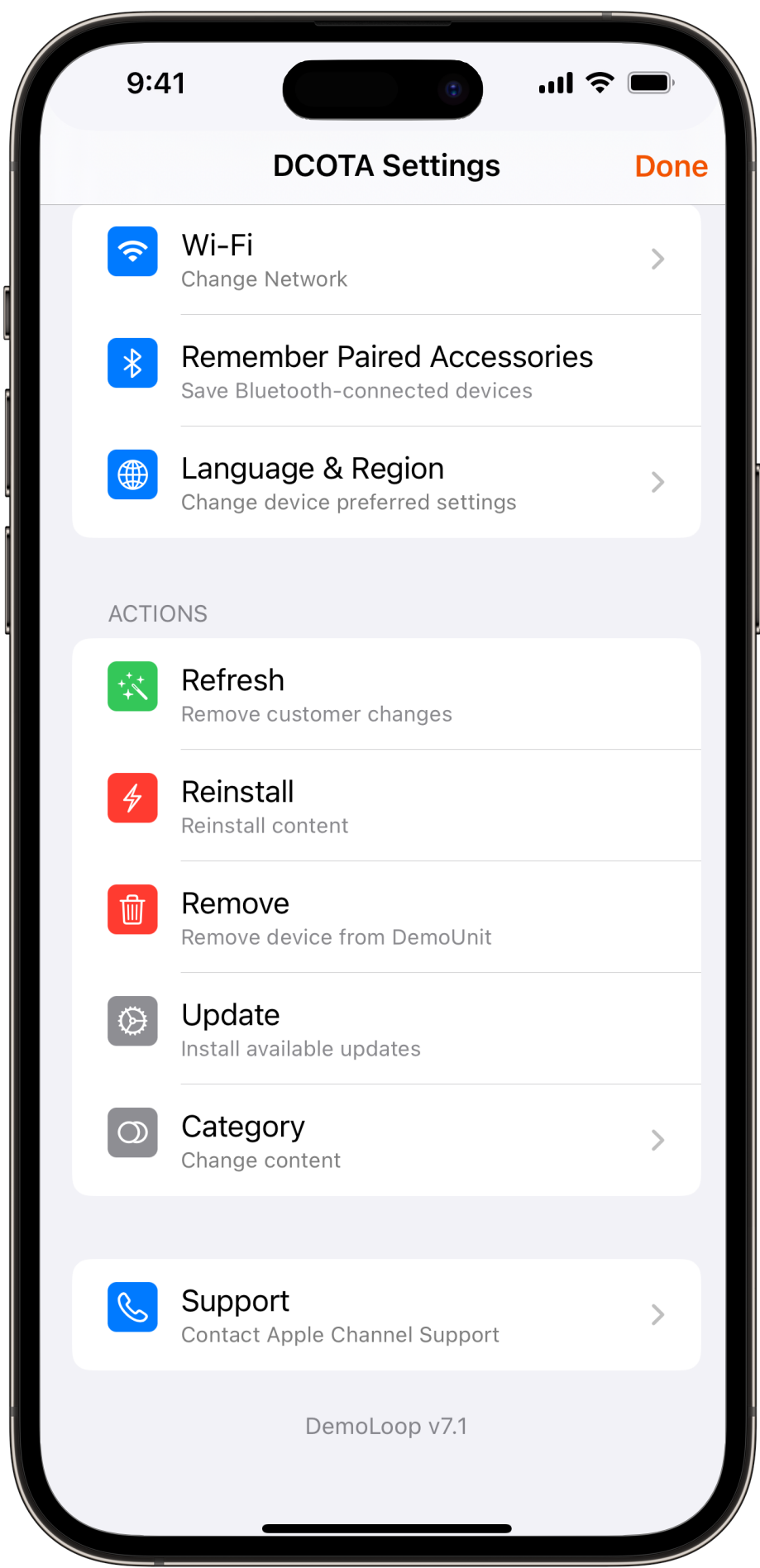
Support

Check store network health and seek help



Step/Screen	Action
1 Tap Support	Select Call to connect to the Apple Channel Contact Centre, or select NetworkCheck to test your network health
2 Tap Call	To reveal the Contact Centre freephone number in your country
3 Tap NetworkCheck	"Testing in Progress..." will appear. Please allow the test to finish
4 Results will be displayed when complete	Tap Submit to send results

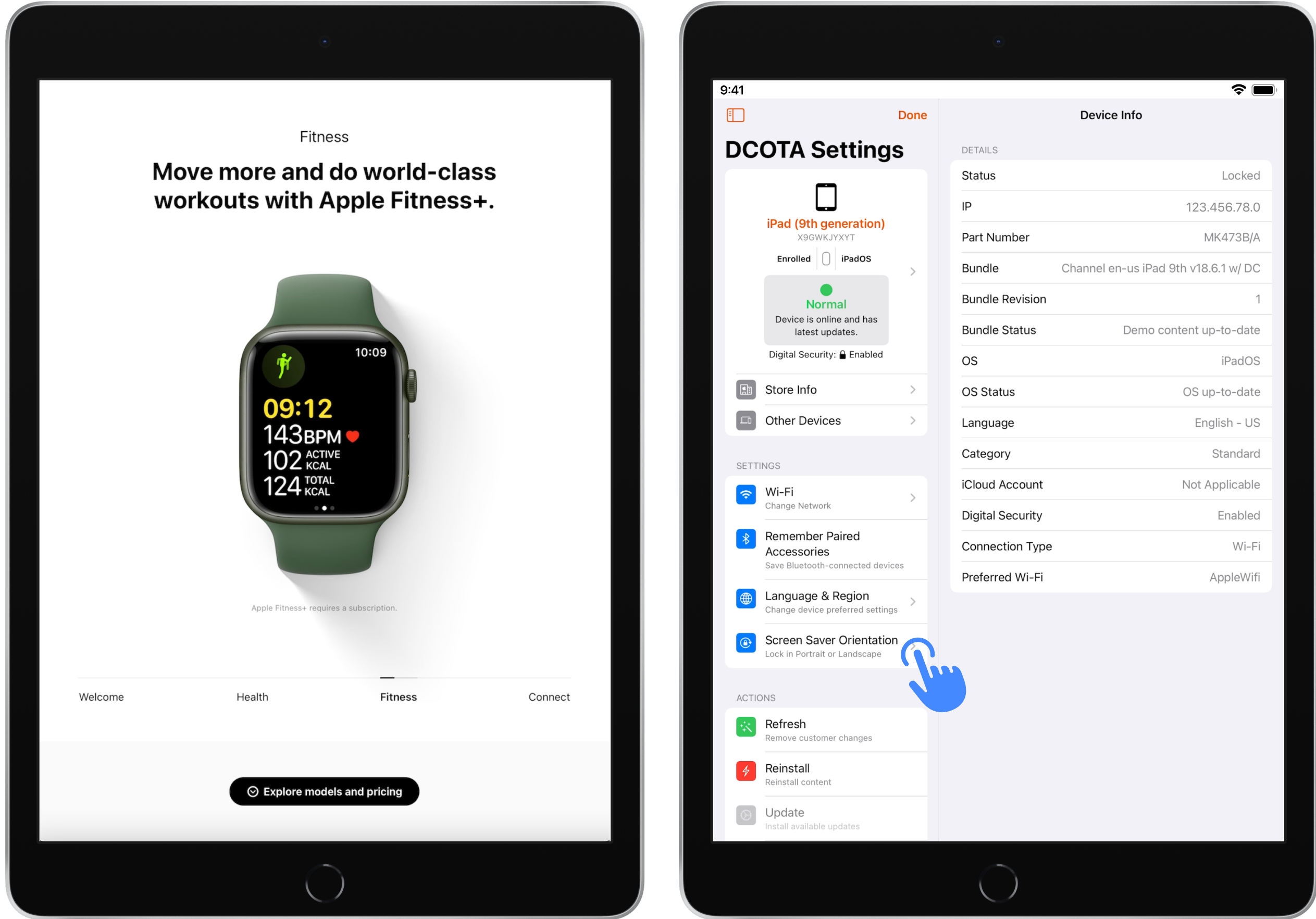
Manage Devices actions



Action	Details
Refresh	Reboot your device to quickly remove customer changes
Reinstall	Download and reinstall the original demo content. This will also remove any changes made on device
Remove	Choosing this action will disable automatic OS upgrades, demo content updates and your demo device will no longer remove customer-generated content on a daily basis. A device with digital security (DDL) enabled does NOT have the option to use Remove from DemoLoop. Visit the DemoUnit web or app to remove the device from DCOTA. For all non-DDL devices, the Remove button is available even if the devices are offline.
	➤ Keep all demo content and settings to retain existing demo content
	➤ Erase all demo content and settings to restore your demo device to factory settings
	➤ Keep all demo content and settings, keep eSIM to retain existing demo content and eSIM profile (eSIM devices only)
	➤ Erase all demo content and settings, keep eSIM to restore your demo device to factory settings, while retaining eSIM profile (eSIM devices only)
Update	Manually start content update and/or OS update
Category	Change content bundle to a different DCOTA Category, if applicable

Only available on iPad

Set up Video Orientation for Apple Watch Companion iPad Devices



Stores using iPad as Apple Watch Companion should access the DemoLoop menu to ensure Video Orientation is set to Landscape Right or Portrait.

Step/Screen	Action
1 When the Screen Saver is running	Hold three fingers in the top right-hand corner to access the DemoLoop DCOTA Settings
2 Tap Screen Saver Orientation	Video Orientation is set to Automatic by default. Switch to either Landscape Right or Portrait mode to lock the screen orientation as needed. Your selection will not be lost after reboot or content refresh.

